

Fact Sheet

Services Carved Out of NC Medicaid Managed Care

County Playbook: NC Medicaid Managed Care

There are some Medicaid and NC Health Choice services that are not covered by health plans (PHPs). Instead, the services are covered by NC Medicaid Direct (fee-for-service) for beneficiaries enrolled with a health plan.

Beneficiaries can get these services from any provider who takes Medicaid:

- Dental services
- Services provided by Local Education Agencies
- Services provided by Children's Developmental Services Agencies (CDSAs) or providers contracted with CDSAs
- Services provided before Medicaid eligibility determination

Beneficiaries can get these services from a provider in the health plan's network:

- Fabrication of eyeglasses including complete eyeglasses, eyeglass lenses and eyeglass frames
 - A provider in the health plan's network will fit the NC Medicaid Direct eyeglasses and give them to the beneficiary

Health plans will provide non-emergency medical transportation (NEMT) for these services.

If beneficiaries have questions or need help accessing benefits that are only available through NC Medicaid Direct, they should contact the NC Medicaid Contact Center at **888-245-0179** or their health plan (if enrolled).

Fact Sheets will be updated periodically with new information. Created 3/23/2021.
For more information, please visit <https://www.medicaid.ncdhhs.gov/transformation>.

